

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

SATOP

Demographics

		Total State	OEP Program	ADEP Program	WIP Program	CIP Program
SEX	Male	78.9%	77.2%	69.9%	85.3%	75.3%
	Female	21.1%	22.8%	30.1%	14.7%	24.7%
RACE	White	89%	89%	91.4%	91.6%	83.8%
	Black	5.2%	4.5%	5.7%	3.4%	6.8%
	Hispanic	3.8%	4.3%	.7%	3.4%	5.4%
	Native American	.9%	.7%	.7%	.6%	4.1%
	Pacific Islander	.1%	.2%	0%	0%	0%
	Other	1.0%	1.3%	1.4%	.9%	0%
AGE	Mean	31.78	31.97	20.10	33.84	36.31
	0-17	2.4%	1.5%	12.6%	.6%	0%
	18-49	90%	90.4%	87.4%	90.5%	93.2%
	50+	7.6%	8.2%	0%	8.9%	6.8%
<i>Of the 1475 forms returned, 1134 identified the type of SATOP program.</i>						

Sample Size

Information is based on the number of returned forms and the number of people served according to the DMH billing records. The forms sent to the agency did not indicate program type (e.g., WIP). The program type was to be entered on the form as the forms were distributed. Many forms, however, were received with the program type not indicated. Since an accurate count of forms received by individual programs cannot be calculated, this column is left blank.

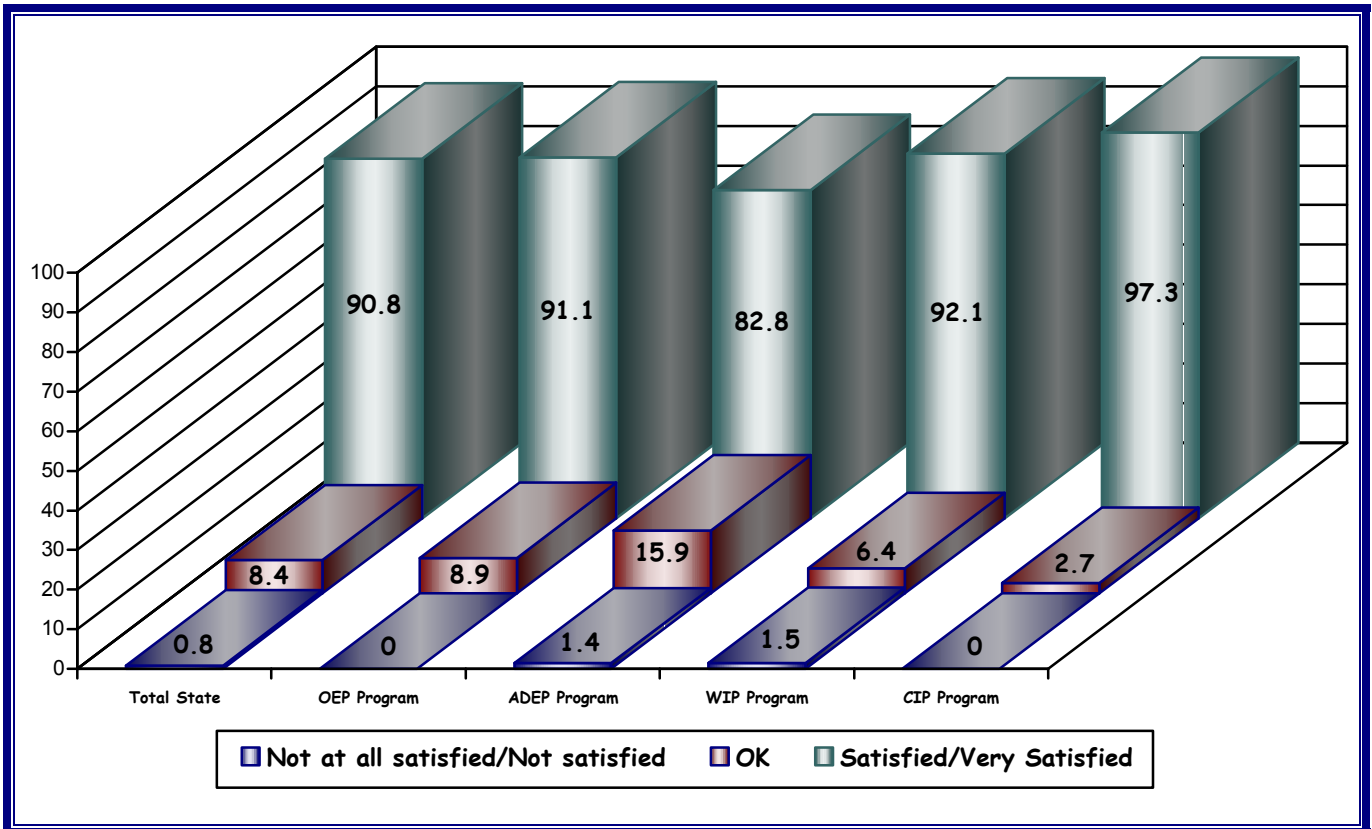
	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total	2,642	1,475	55.8%
OEP	1014	571	-
ADEP	248	157	-
WIP	734	332	-
CIP/YCIP	309	73	-
<i>Of the 1475 forms returned, 1134 identified the type of SATOP program. Thus it was not possible to calculate a percent of surveys returned.</i>			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	Total SATOP	OEP Program	ADEP Program	WIP Program	CIP Program
1. Are you deaf or hard of hearing?	4.1%	4.3%	4.3%	3.1%	5.6%
1(a). If yes, do you use sign language?	1.0%	.5%	6.7%	.8%	0%
1(b). If yes, did this agency have signing staff?	6.3%	7.1%	16.1%	3.6%	7.7%
2. Did this agency use interpreters?	9.7%	11.7%	7.4%	7.8%	21.4%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, the percent of agency respondents "satisfied" or "very satisfied" with their SATOP program was 90.8%.
- The highest percent satisfied with services was in the CIP program (97.3%).
- The lowest percent satisfied with services was in the ADEP program (82.8%).

Satisfaction with Services

How satisfied are you . . .	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
1. with the agency staff who provide you with services?	4.47 (1403)	4.49 (556)	4.23 (149)	4.49 (334)	4.74 (74)
2. with our counselor/instructor?	4.62 (1398)	4.65 (555)	4.53 (150)	4.57 (334)	4.90 (73)
3. with how much your agency staff know about how to get things done?	4.47 (1404)	4.49 (558)	4.31 (150)	4.49 (334)	4.64 (74)
4. with how program staff keep things about you or your life confidential/private?	4.48 (1386)	4.50 (548)	4.32 (145)	4.50 (331)	4.70 (74)
5. that the program staff is assisting you achieve the goals of driving without drinking?	4.51 (1373)	4.56 (552)	4.24 (131)	4.52 (333)	4.77 (73)
6. that the agency staff who provide services to you respect your ethnic and cultural background?	4.54 (1348)	4.57 (530)	4.32 (141)	4.57 (320)	4.80 (74)
7. with the services that you receive?	4.48 (1392)	4.52 (553)	4.26 (145)	4.47 (331)	4.72 (74)
8. that services are provided in a timely manner?	4.37 (1393)	4.45 (554)	4.08 (147)	4.31 (330)	4.50 (74)
9. with how easy it is to get to services?	4.31 (1387)	4.37 (550)	4.02 (146)	4.33 (331)	4.42 (72)
10. with how easy it is to get to contact the agency?	4.37 (1372)	4.42 (547)	4.07 (139)	4.34 (329)	4.70 (74)
11. with how you spend your time while at the agency?	4.32 (1387)	4.36 (551)	4.12 (145)	4.25 (330)	4.69 (74)
12. with where the agency is located?	4.21 (1395)	4.24 (554)	3.87 (149)	4.24 (330)	4.54 (74)
How safe do you feel...					
13. in the agency/program site?	4.47 (1387)	4.47 (549)	4.34 (148)	4.47 (330)	4.65 (74)
14. in the neighborhood of the agency/program site?	4.42 (1386)	4.41 (549)	4.35 (149)	4.44 (330)	4.53 (74)
The first number represents a mean rating. Scale (items 1-12): 1=Not at all satisfied . . . 5=Very satisfied. Scale (items 13-14): 1=Not at all safe . . . 5=Very safe. The number represents the number responding to this item.					

Some of the key findings were:

- Participants were satisfied with their counselor/instructor (mean of 4.62 on a five-point scale, 1=not at all satisfied to 5=very satisfied).
- The satisfaction with the counselor/instructor (mean of 4.62) received the highest rating. Where the agency is located received the lowest mean rating (4.21). However, this mean reflects a "satisfied" rating.
- The highest level of satisfaction was in the CIP program and the lowest was the ADEP program.
- The staff's respect of ethnic and cultural backgrounds was rated high (mean of 4.54).

Outcome

Due to my SATOP experience . . .	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
15. I am less likely to drink and drive in the future	4.47 (1391)	4.53 (557)	4.20 (141)	4.47 (331)	4.59 (74)
16. My drinking habits will change	4.25 (1389)	4.25 (558)	3.77 (139)	4.24 (331)	4.70 (74)
17. My understanding of alcohol or drugs has improved	4.46 (1394)	4.47 (556)	4.26 (144)	4.46 (332)	4.62 (74)
18. I now better understand myself	4.11 (1391)	4.03 (556)	3.77 (142)	4.23 (332)	4.51 (73)
19. I now spend less money on alcohol/drugs	4.19 (1380)	4.14 (554)	3.84 (140)	4.26 (329)	4.68 (73)
20. I better understand Missouri's DWI laws and penalties for DWI	4.46 (1375)	4.58 (550)	4.21 (141)	4.35 (331)	4.59 (71)
21. My attitude toward the police, courts, DOR and SATOP has improved	3.73 (1389)	3.72 (557)	3.18 (142)	3.77 (332)	4.01 (73)
22. I better understand the relationship between consumption/use (amount) and levels of impairment	4.39 (1392)	4.47 (557)	4.10 (144)	4.34 (332)	4.53 (73)
The first number represents a mean rating. Scale: 1=Definitely do not agree . . . 5=Definitely agree. The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- The participants reported that they were less likely to drink and drive in the future (mean of 4.47; 1=does not agree with the statement to 5=definitely agree with the statement).
- There was a better understanding of alcohol and drugs (mean of 4.46) and Missouri's DWI laws (mean of 4.46).
- The participants agreed slightly with the statement: "My attitude toward the police, courts, DOR and SATOP has improved" (mean of 3.73).

Staff Attitude and Performance

	Total State	OEP Program	ADEP Program	WIP Program	CIP Program
23. Were you told of your right to a second opinion?	86.8 (1114)	88.9 (471)	61.9 (60)	91.1 (296)	87.1 (61)
24. Were you told of your right to a judicial review?	79.5 (1015)	80.7 (426)	54.2 (52)	82.6 (266)	80.0 (56)
25. Were you told of the six month shelf-life rule?	71.1 (894)	72.5 (377)	31.6 (30)	78.5 (249)	82.4 (56)
26. Did SATOP attempt to coerce or require you to attend some other (non-SATOP) program which was not required by the court or DOR?	20.0 (255)	14.3 (76)	16.1 (15)	26.2 (83)	20.6 (14)
The first number represents the percent that answered "Yes." The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- Most of the participants were told of their right to a second opinion (86.8%). The WIP program informed more participants than the other programs in most cases.
- Over half of the participants were told about the six month shelf-life rule (71.1%). Significantly less consumers in the ADEP program (31.6%) noted this disclosure than in the CIP program (82.4%).

Comparison by Gender in SATOP Program

The analysis compared the responses of consumers by gender. Females were more satisfied with services and their quality of life. They also reported more positive outcomes.

How satisfied are you...	Sex		Significance
	Male	Female	
With the agency staff who provide you with services?	4.45 (1065)	4.61 (284)	F(1,1347)=11.673, p=.001
With your counselor/instructor?	4.59 (1061)	4.74 (282)	F(1,1341)=12.029, p=.001
With how much your agency staff know about how to get things done?	4.45 (1064)	4.61 (285)	F(1,1347)=11.056, p=.001
With how program staff keep things about you and your life confidential/private?	4.45 (1052)	4.60 (281)	F(1,1331)=9.547, p=.002
That the program staff is assisting you achieve the goals of driving without drinking?	4.50 (1044)	4.59 (275)	F(1,1317)=4.256, p=.039
That the agency staff who provide services to you respect your ethnic and cultural background?	4.52 (1022)	4.68 (274)	F(1,1294)=10.879, p=.001
With the services that you receive?	4.45 (1057)	4.63 (281)	F(1,1336)=13.883, p<.001
That services are provided in a timely manner?	4.36 (1057)	4.47 (282)	F(1,1337)=4.039, p=.045
With how easy it is to get to services?	4.27 (1050)	4.52 (283)	F(1,1331)=19.667, p<.001
With how easy it is to get to contact the agency?	4.35 (1040)	4.51 (278)	F(1,1316)=9.030, p=.003
With how you spend your time while at the agency?	4.29 (1055)	4.47 (279)	F(1,1332)=11.402, p=.001
With where the agency is located?	4.20 (1059)	4.37 (281)	F(1,1338)=7.788, p=.005
I am less likely to drink and drive in the future.	4.46 (1056)	4.57 (280)	F(1,1334)=4.285, p=.039
My drinking habits will change.	4.22 (1056)	4.40 (278)	F(1,1332)=7.709, p=.006
My understanding of alcohol or drugs has improved.	4.44 (1057)	4.56 (282)	F(1,1337)=6.234, p=.013
I now better understand myself.	4.09 (1057)	4.23 (281)	F(1,1336)=4.368, p=.037
I now spend less money on alcohol/drugs.	4.16 (1049)	4.36 (277)	F(1,1324)=8.301, p=.004
I better understand Missouri's DWI laws and penalties for DWI.	4.45 (1044)	4.56 (278)	F(1,320)=4.304, p=.038
I better understand the relationship between consumption/use (amount) and levels of impairment.	4.37 (1056)	4.54 (282)	F(1,1336)=9.845, p=.002
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5=Definitely agree. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in SATOP Program

The analysis compared the responses of consumers by racial and ethnic backgrounds. Hispanics and African Americans reported the most growth in self-understanding. Hispanics also reported the most improvement of attitude toward police, courts, DOR, and SATOP.

Due to my SATOP experience...	White	Black	Hispanic	Native American	Other	Significance
I now better understand myself	4.09 (1180)	4.39 (67)	4.40 (50)	4.25 (12)	4.21 (14)	F(4,1318)=2.678, p=.030
My attitude toward the police, courts, DOR and SATOP has improved (a)	3.71 (1179)	4.05 (66)	4.30 (50)	3.75 (12)	3.69 (13)	F(4,1315)=4.110, p=.003
<p>The first number represents a mean rating. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5=Definitely agree. The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between White and Hispanic.</p>						

Comparison by Age in SATOP Program

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth.

How satisfied are you...	0-17	18-49	50+	Significance
With the agency staff who provide you with services? (a)	4.18 (33)	4.48 (1212)	4.60 (101)	F(2,1343)=4.539, p=.011
with how program staff keep things about you and your life confidential/private? (a)	4.23 (31)	4.48 (1200)	4.60 (99)	F(2,1327)=3.188, p=.042
that the program staff is assisting you achieve the goals of driving without drinking? (a,b)	4.17 (30)	4.52 (1186)	4.52 (100)	F(2,1313)=4.075, p=.017
that the agency staff who provide services to you respect your ethnic and cultural background? (a,b)	4.17 (30)	4.56 (1167)	4.55 (94)	F(2,1288)=4.894, p=.008
with the services that you receive? (a,b)	4.16 (31)	4.49 (1206)	4.57 (98)	F(2,1332)=4.122, p=.016
that services are provided in a timely manner? (a,b)	3.94 (33)	4.38 (1204)	4.53 (99)	F(2,1333)=6.225, p=.002
with how easy it is to get to services? (a,b)	3.81 (31)	4.33 (1200)	4.37 (99)	F(2,1327)=5.807, p=.003
with how easy it is to get to contact the agency? (a,b)	3.97 (29)	4.39 (1190)	4.39 (96)	F(2,1312)=4.039, p=.018
with where the agency is located? (a,b)	3.48 (33)	4.25 (1207)	4.26 (98)	F(2,1335)=11.422, p<.001
with how safe you feel in the agency/program site? (a,b)	4.09 (33)	4.48 (1200)	4.56 (96)	F(2,1326)=5.440, p=.004
With how safe you feel in the neighborhood of the agency/program site? (a,b)	4.03 (33)	4.44 (1198)	4.51 (97)	F(2,1325)=5.236, p=.005
My drinking habits will change (a,b,c)	3.73 (33)	4.25 (1198)	4.55 (100)	F(2,1328)=10.386, p<.001
I now better understand myself (a,b,c)	3.55 (33)	4.11 (1200)	4.42 (101)	F(2,1331)=10.704, p<.001
I now spend less money on alcohol/drugs (a)	3.85 (33)	4.19 (1189)	4.41 (100)	F(2,1319)=4.278, p=.014
My attitude toward the police, courts, DOR and SATOP has improved (a,c)	3.30 (33)	3.73 (1199)	4.04 (100)	F(2,1329)=5.482, p=.004
I better understand the relationship between consumption/use (amount) and levels of impairment (a,b)	4.03 (33)	4.40 (1201)	4.54 (100)	F(2,1331)=5.050, P=.007
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5= Definitely agree. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (b) Interaction between ages 0-17 and 18-49. (c) Interaction between ages 0-17 and 50+. (d) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who lived in Oxford House and Independently in the Community indicated the most change in likelihood of drinking and driving in the future.

Due to my SATOP experience ...	Independently in the community	Oxford House	Group Home/ Boarding Home/RCF	Residential treatment facility	Homeless	Other	Significance
I am less likely to drink and drive in the future	4.51 (1187)	4.83 (6)	3.50 (6)	4.17 (6)	4.33 (3)	4.25 (40)	F(5,1242)=3.332, p=.005
The first number represents a mean rating. <i>Due to my SATOP experience ...</i> Scale: 1=Definitely do not agree ... 5=Definitely agree. The number in parentheses represents the number responding to this item.							

SATOP Subjective Responses

What was liked Best about the Program

The consumers were asked to describe what they liked best about the services provided. Following are examples of their responses to this question.

Staff/Instructor:

Many respondents indicated that one of the best parts of the program was the staff. Several mentioned the enthusiasm of the staff. *The instructor was very enthusiastic about the subject matter and personally concerned about the well being of myself and the other students.* Others appreciated the information presented. *The instructor was very informative and actually fun and charming.* Another noted that the *Instructor was informative and friendly and information was interesting.* The personality and demeanor of the staff were also appreciated by many participants. A variety of positive comments were noted: *The counselor's personality, They were very helpful and very polite, Very nice people, They make you think about things without being too dramatic, They're good!*

Professionalism of Staff/Instructor:

Professionalism was also listed as especially appreciated by the program participants.

- *Instructor was very informative and his delivery was fun and sharp -start to finish professional.*
- *It was done professionally.*
- *Staff very professional and dedicated.*
- *Professional and personal attitude.*
- *Everybody is so professional and friendly.*
- *Professional and organized, good information with good format.*

Information:

Information was another popular response to this question.

- *Everyone was very informative on alcohol and drugs - made me realize not to drive while drinking for fear of killing someone or myself. Also that those couple of beers repeatedly could eventually cause me to become alcoholic.*
- *The information was very good.*
- *The agency provided me with the necessary materials and information that I need to be able to help myself. They did all they could possibly do, the rest is up to me.*
- *The knowledge and understanding that they give you of the toll that drugs and alcohol take on you and the people around you.*
- *They made things very clear to me.*
- *It really opened my eyes to the dangers of drinking and driving. The people here at SATOP are very nice.*
- *Down to earth truth.*
- *Information was useful and factual.*

Opportunity to Meet Other People Experiencing Similar Problems:

The opportunity to meet other persons with similar problems was listed by several respondents. *I like that it allows for open sharing between other offenders with the same situations and problems as you.* Another stated *I liked the information sharing by individuals in the same condition as I am.* A third person made a similar comment *I liked the chance to get to know other people like me. I also like that they don't put you on the spot.* A final person said they liked everyone talking about why they were in the class.

Non-judgmental Attitude of Staff:

The non-judgmental approach was appreciated by many participants.

- *Friendly; don't treat you like a bad person.*
- *The services were done in a way to teach the participant while preserving his dignity. No finger-pointing - just education.*
- *I think D___ (speaker) makes the class more comfortable and understanding. Without that, this class could be not as comfortable.*
- *Was treated very respectfully and was not talked down to.*
- *The staff were to the point and not pushy. Non-judgmental.*
- *They don't put you on the spot.*
- *It was relaxed and no finger pointing.*
- *Honesty - staff relating to all cases without personal opinion.*
- *No ridicule, no judgments passed, allowed to feel ok with myself.*
- *Very effective and stress free - didn't get the guilt trip like I expected.*
- *Not degrading.*

Opportunity for Change:

One individual appreciated the fact that *it gives people like me a chance to turn my life around, and do what it takes to be sober.*

Privacy:

Respect for privacy was considered the best part by several individuals.

Interpreter:

One participant stated the best part of the program was *that I had an interpreter to help me in understanding what was said.*

Environment/Atmosphere:

The environment/atmosphere was reported to be the one of the best parts of the program by several respondents. Several individuals mentioned the relaxed atmosphere *I liked how the instructor got everyone involved in activities. It really helped to make everyone feel comfortable and made it a very relaxed learning environment.* Another liked the *relaxed atmosphere* and another said they liked the *relaxed atmosphere and absence of any pressure.* One person liked the *laid-back atmosphere* and one participant indicated that he felt *safe.*

Efficiency:

Efficiency was listed as the best part by several participants.

- *Very nice - got done in a timely manner.*
- *Well organized and was done in the proper manner.*
- *Timely and efficient.*
- *They were prompt and understanding.*
- *Efficiency.*

Complete a Requirement:

A number of respondents listed as the best part of the program the fact that the program allowed them to complete a necessary requirement: *It helps me get my license back; Completes a requirement; That it is done; I'll finally get my license back; Chance to get license.* One participant appreciated that they would not have to rely on others *I like the fact that I will be able to drive soon and not have to rely on others, but mainly that I will use what I learned.*

Videos:

Some of the participants listed the videos presented as one of the best parts of the program *the real life videos.* Another said they liked *the videos and activities of the class and the timeliness.* Other comments made were simply *Show time and more films.*

Confidentiality:

Several participants listed "*confidentiality*" as the best part of the SATOP program.

Location:

One participant commented that they liked the fact that *it's in my community.* Another liked the *location.*

Cost:

One individual considered the cost the best part of the program *the cost.*

Overall Program:

Several of the respondents considered the total program as the best part. One person commented that they liked *everything* and another said they liked *their total services.*

Suggestions for Improvement

SATOP participants were asked to provide suggestions for how the services could be improved. Following are examples of their responses.

Cost:

The cost of the program was listed by several participants.

- *Cheaper.*
- *Less money, get more participants.*
- *It could cost less.*
- *Cost less.*
- *Less costly.*
- *More cheap.*
- *Cost for SATOP is too high. We've got 5 to 6 different groups coming at us wanting money.*

Time:

Various suggestions were made regarding time. Specifically, some participants suggested better use of time. *Time management; Better time management; Better use of time; More time effective.* Several suggested that the program should be shortened. *I think the program could be shortened; Shorten; Shorten to Friday night and Saturday; Shorten or spread into 3 days; Shorter class periods; The Saturday at SATOP gets rather long, but it is better to get it over with; Less time; A little bit shorter.* One participant suggested it should be held *later in the day.* More choices of time was suggested by several participants. *More hours per week made available; It would help a lot of people if they had classes during the week for those who work on weekends; Different hours or more flexibility with the class schedule.* One participant commented that the *staff could be on time.*

Accommodations:

More space was suggested by one participant: *Less crowding, 41 people in a 30'x30' room was too much.* More comfortable accommodations was suggested as a possible area of improvement by several individuals *Make the room MORE comfortable; Better facilities; Better area; More comfortable environment; Comfortable building and furniture.* Improved seating was listed by many participants *Have softer chairs; Chairs; Better chairs; Softer chairs; More comfortable chairs; Better seating; Better chairs; Softer chairs for those of us with back problems; Softer chairs for people to sit in; Softer chairs and more small breaks.* One individual suggested *more than one bathroom for everyone* as a needed improvement.

Food:

Some suggestions related to food: *Better lunch arrangements; More food; The food could have been better.*

Videos/Materials:

Updating of content of videos and other materials was suggested as an area for improvement by many participants. *The videos could be updated; Better films (up-to-date); More up-to-date statistics and videos; Some of the information needed to be updated; Information seemed somewhat outdated.* Others did not view the videos as helpful. *Improve the movies; Not so long and no movies; The movies were not all that helpful.* Still others would like more videos and presentations *More real life videos and personal testimony.* Improved content and focus of videos was suggested by several persons. *More entertaining; Make videos more exciting. Show more statistics on alcohol-related accidents with videos. Something like a 48 Hours show; Material is outdated and redundant. Video is more comical than informative.*

Hygiene:

A couple of respondents had concerns about cleanliness. One participant said that *People need to be told to wash their hands after restroom before touching food.* Another commented that *they should get potato chips in small bags because a lot of people wouldn't wash their hands after using the bathroom.*

Location:

Several suggestions were made for possible improvements in the location of the SATOP meetings.

- *Locations at the Lake of Ozarks.*
- *More weekend sessions in Columbia.*
- *Better hotel.*
- *More locations.*
- *Have closer locations to your homes.*
- *Closer to where I live. Have it all in one day, not two.*
- *They could be done by county.*
- *Be more close to home and not so long of a day.*
- *Have the classes more often, and closer to home.*

Class Structure/Make-Up:

Several participants suggested *more one-on-one counseling.* Another individual would like a separation of those involved with drug use and those who experienced problems with alcohol: *Don't lump everyone into the same class. I was never in danger of using drugs, but I still had to hear about that danger.* Another asked for *less church.* One participant suggested: *Maybe have a counselor present that you could speak to specifically about your problems. Someone who does more than just provide information. He/she listens to you and gives a little advice.* Another said *the class might have more impact if it were taught by a recovering user who could relate.*

Additional Information:

Several participants would like more information on various subjects.

- *More about drinking and guns.*
- *More legal information.*
- *More AA time. I really appreciated the representative from AA.*

Less Restrictions:

One participant did not see the need for a security guard: *No ... security guard.* Other individuals gave examples of objectionable restrictions: *Less restrictions. Example - phone call; designate areas.* Another said *I would have liked to have had contact with my family - phone calls.*

No Change Needed:

Many participants indicated that the services should not be changed.

- *I really don't think they need to be. They were great.*
- *Needs no improvement.*
- *Doesn't need improving.*
- *As it stands I think the services were more than adequate.*
- *Think it was great. It was all right to me.*
- *Their presentations good now.*
- *Don't know of any way to improve.*
- *They're perfect.*
- *None - perfect.*
- *Don't change.*